

Daphne.Duke

249533
2012.11.14/5

From:

Sent:

To:

Cc:

Subject:

I sent this to Lisa Sparrow & Rick Durham.

Wanted to make sure it is documented as a complaint to the PSC & DHEC.

Thank you,

Jolene Church

Lisa Sparrow & Rick Durham,

I am going to try to stay calm while I write this email.

I can say I have NEVER dealt with a company that has shown so much incompetence in all my life.

There was so much commotion yesterday with your BIG, UGLY trucks in and around our neighborhoods that we were lucky there were no accidents from the cars stopping & weaving around them & the noise was unbearable.

And what about this NEW "BOIL WATER ADVISORY".

DO we have one or not?

No one seems to know at your company, half of your people are saying YES the others are saying NO!

We all here in Tega Cay need a straight answer NOW!

YOU do understand there are citizens who are older & there are parents that need to know when the water has to be boiled, RIGHT?

Jolene Church

Daphne.Duke

From: Jocelyn.Boyd
Sent: Tuesday, March 18, 2014 10:45 AM
To: Deborah.Easterling; Daphne.Duke; Tricia.DeSanty
Cc: charles.terreni@terrenilaw.com; selliot@elliottlaw.us; Nelson, Jeff
Subject: FW: Tega Cay Boil Water Advisory/ Yes or No!

Hi all,

I sent this to Lisa S. & Rick D. earlier today.

You know this is ridiculous; I can't even get a straight answer from UI/TCWS customer service about this "BOIL WATER ADVISORY"!

Do they (UI/TCWS) understand this is a HEALTH ISSUE!

Anyone who drinks their NASTY water could get SICK or worse?

I am tired of their games and it is time someone (DHEC, PSC) does something.

Please PROTECT US from this company.

Jolene Church

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Cc: charles.terreni@terrenilaw.com; selliott@elliottlaw.us; Nelson, Jeff
Subject: FW: Boil Water Advisory

Rick REALLY,
You are going to blame an employee for this?
Come on this is not NEW to your company!
What about my call to your call center/customer service?
They could not say for sure if Tega Cay had a "BOIL WATER ADVISORY" or not.
Shouldn't you & Lisa Sparrow take responsibility for this?
You are the ones that tell the employees what they can do and say and what they can't!
Bad judgment & incompetence starts at the top, and then trickles down!
You need to work on yourself before you blame those that work for you.
Take responsibility for the incompetence of your company and start with yourself then FIX IT!
Jolene Church

From:
Sent:
To: TE
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Dear Customers of Tega Cay Water Service,

Let me begin by assuring you that AT NO TIME in the past week has your health been at risk due to a water main break. The voice reach message that was sent on Friday, 3/14 announcing the repeal of a boil water advisory (BWA) was sent in error. There was NO system wide boil advisory in place and I want to apologize for the confusion and justifiable concern that has been generated.

A very limited BWA (sixteen residences) was in place earlier in the week due to a water main repair that only impacted those residences and the repeal notice for that repair had been sent on Wednesday to those residences.

That message was mistakenly sent to all customers on Friday. You should have instead received a notification that the "No Swimming" ban had been lifted.

Refresher training has been scheduled for the employee involved and we are implementing additional notification methods and 'fail safes' by mid-week that will be announced at the time they become operational.

Again, I am terribly sorry for this situation but want to assure you that your health was never at risk and that your water supply was safe.

Rick Durham

TCWS